
User reports

Reports from system users often tell you about problems that the system may not indicate. Many faults reported by users, such as a damaged telephone or data set, are obvious and can be fixed by replacing the damaged equipment.

Some faults are less obvious and may be caused by other equipment, such as a defective peripheral equipment line or trunk card. To classify the fault in these cases, check for system messages and visual fault indications. You may also need to have the user reproduce the problem so you can determine the sequence of events that led to the fault.

Table 7 lists problems users typically report.

Table 7
User report indications

User report	Type of fault
Major alarm reported by attendant No ring on 500/2500 telephones	Power
Major alarm reported by attendant	Common equipment
Minor alarm reported by attendant Users cannot transfer or conference Users cannot dial out on 500/2500 telephones	Network equipment
Trouble with calls on attendant console Trouble with calls on 500/2500 telephones Trouble with calls on SL-1, M1000, or digital telephones	Peripheral equipment
Users have trouble with a specific trunk Callers report continuous ringing Trouble with calls on console or telephones, or both	Trunk
Trouble with calls Trouble with equipment (such as handset, headset, or display)	Attendant console
Trouble with calls Trouble with equipment (such as handset or add-on module)	Telephone